

MANAGER, CUSTOMER SERVICES

PURPOSE: To manage the Customer Services Division of the Public Works & Utilities Department.

FUNCTIONAL AREAS:

1. Plan, direct, supervise and evaluate the services provided by the Customer Services Division, including customer account maintenance and security, appliance inspections and servicing, and meter reading operations.
 - * A. Formulate and implement division policies and procedures.
 - * B. Establish long- and short-range goals and objectives within budgetary constraints.
 - * C. Develop and monitor division budget, submit bids, and approve purchases of supplies, parts, equipment, and service contracts.
 - * D. Assess current operations, procedures, problems, or needs.
 - * E. Formulate, recommend, implement and evaluate the effectiveness of new or revised methods and plans to increase productivity, improve performance, and reduce costs.
 - * F. Monitor and review work in progress and provide direction and assistance with operational problem solving.
 - * G. Participate in coordinating work among various divisions.
 - * H. Establish office and reporting procedures.
 - * I. Develop and implement procedures for cash management and security.
 - * J. Direct Customer Call Center operations, and consult with other divisions to ensure effective operation.
 - * K. Direct Measurement Center operations, including inventory control and meter testing and calibrating.
 - * L. Monitor activities to ensure conformance with governmental regulations, departmental policies, safety regulations, and labor agreements.
 - * M. Prepare and present oral and written reports as required.
2. Supervise the Customer Services Division staff.
 - * A. Prioritize, schedule and assign work, including developing yearly duty schedules.
 - * B. Effectively recommend the hire, transfer, promotion, and suspension or discharge of subordinate personnel.
 - * C. Establish work standards, provide coaching and feedback, and conduct employee evaluations.
 - * D. Discipline assigned personnel as necessary.
 - * E. Provide for the training of employees in proper and safe work methods and procedures.
 - * F. Effectively recommend adjustments or other actions in employee grievances.
 - * G. Delegate authority and responsibilities to others as needed.
 - * H. Disseminate instructions and information to employees through oral and

written communications.

3. Perform other duties as assigned.

- * A. Process and investigate customer questions and complaints.
- * B. Review technical journals, legislation, regulations, and other related materials affecting division operations.
- C. Negotiate, prepare and monitor utility payment and other contracts.
- D. Develop, implement, and supervise a program of routine maintenance of assigned buildings.
- * E. Manage the Energy Loan Program, Comfort Policy Program, and marketing efforts of the division.
- F. Perform related tasks as assigned.

JOB REQUIREMENTS

Education & Experience Requirements

- ◆ A. Degree in Business Administration, Public Administration or a related field, plus five (5) years of progressively responsible, verifiable experience in office management and administration in a utility field; or a combination of education and experience which is accepted as equivalent.

Knowledge Requirements

- ◆ A. Knowledge of accepted supervisory and personnel management practices and the ability to use them effectively.
- ◆ B. Knowledge of budgeting theory, methods, principles and practices.
- ◆ C. Knowledge of program planning, implementation, analysis and evaluation principles and practices.
- ◆ D. Extensive knowledge of the principles, methods and techniques used in computerized billing, credit, and collection.
- ◆ E. Knowledge of natural gas and water utility operations.
- F. Knowledge of labor relations and labor agreements.
- ◆ G. Knowledge of research and data analysis methods for the purpose of budget and program management.
- H. Knowledge of the principles, methods, equipment and materials used in the installation, operation, and maintenance of gas and water meters and appliances.
- I. Knowledge of local, state, and federal laws and regulations related to credit and collection work and gas and water meter and appliance installation, operation and repair.
- ◆ J. Knowledge of effective training methods.

Skill Requirements

- ◆ A. Skill in managing, evaluating and analyzing operations and procedures related to division activities, including prioritizing, scheduling and coordinating work projects.
- ◆ B. Skill in effectively communicating on a one-to-one basis or with groups for the purpose of obtaining and providing information and for resolving conflicts.
- ◆ C. Skill in preparing and presenting accurate and concise written and oral reports to individuals and groups.
- ◆ D. Skill in supervising others.

Ability Requirements

- ◆ A. Ability to interpret and analyze data and descriptive statistics.
- ◆ B. Ability to establish and maintain effective working relationships with the general public, staff, and City administrators.
- ◆ C. Ability to work independently to complete assignments with minimal information and general instructions.
- ◆ D. Ability to estimate costs and calculate budget projections.
- ◆ E. Ability to transport oneself to and around various work sites.
- ◆ F. Ability to transport light loads such as presentation materials weighing up to 25 pounds.
- ◆ G. Ability to attend work on a regular basis.

* Essential functions of the position

- ◆ Job requirements necessary on the first day of employment

JA
08/08/00

Anlst: JA	Date: 20000808
Union: Supv	Pay: 1115 - 1130
CSB: 20000808	Class: 1356
CC: 20001113	Res: 00-0654R